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State of Wisconsin
Governor Scott Walker

TO: **Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
Training Staff
Child Care Eligibility and
Authorization Workers
Child Care Coordinators**

DECE/BPI OPERATIONS MEMO

No: 18-51

DATE: 12/03/2018

Wisconsin Shares Child Care

FROM: Junior Martin, Director
Bureau of Program Integrity
Division of Early Care and Education
Department of Children and Families

**SUBJECT: Updates to Wisconsin Shares Child Care Policy and Process
Handbook Chapter 3 - EBT Payments**

**CROSS REFERENCE: Wisconsin Statute Chapter [49.155](#), Administrative Rule
Chapter [DCF 201.038 \(5\)](#), Wisconsin Shares Child Care Subsidy [Policy and
Process Handbook](#)**

EFFECTIVE DATE: 12/03/2018

PURPOSE:

This Operations Memo informs local Child Care agency staff of updates to Chapter 3 of the Wisconsin Shares Child Care Policy and Process Handbook regarding MyWICildCare EBT payments.

BACKGROUND:

The updated version of Chapter 3 has been reorganized and consolidated to remove outdated information after the implementation of MyWICildCare and to remove redundant sections to make the information easier to locate. Certain sections related to Child Care Program Integrity have been moved to Chapter 4 of the Wisconsin Shares Child Care Policy and Process Handbook as outlined below.

SECTIONS MOVED TO CHAPTER 4:

- Section 3.4.3.3 *Record Keeping and Attendance Documentation Method* has been moved to Section 4.8.5
- Section 3.4.3.4 *Possessing a Clients' MyWICildCare EBT Card, Account Number, or PIN* has been incorporated into Section 4.8.3

- Section 3.4.3.5 *Cooperation with Department and Agency Staff during Site Visits and Investigations* has been incorporated into Section 4.10.1.4
- Section 3.4.3.6 *Provider Notifications to Agency* has been incorporated into Section 4.8.4

UPDATED SECTIONS:

Acronyms

ARF: The acronym ARF, for Attendance Report Forms, has been removed because providers no longer submit attendance records for reimbursement from the state.

EBT CSAW: The acronym EBT CSAW, for Electronic Benefit Transfer Child Care Statewide Administration on the Web, has been removed because this system is now referred to as CSAW.

SISO: The acronym SISO, for Sign-In Sign-Out sheets, has been removed because these documents are now referred to as attendance records.

PLBC: This acronym has been corrected to stand for Post Load Benefit Correction.

3.1.1 Implementation of the MyWICChildCare Initiative

This section has been removed because MyWICChildCare has been fully implemented.

3.1.2 Overview of Process

This section has been renumbered to **3.1.1** due to the removal of the previous section.

3.2 What is EBT?

This section has been reorganized and renamed **MyWICChildCare EBT Card**. Information contained in this sections includes:

- 3.2.1 How EBT Works
- 3.2.2 Selecting a Personal Identification Number (PIN)
 - 3.2.2.1 Updating a PIN
 - 3.2.2.2 Locking a PIN
- 3.2.3 Subsidy Availability
- 3.2.4 MyWICChildCare Information for Local Agency Staff

3.3 Parent – Related EBT Information

This section has been reorganized and renamed **Payment Procedures**. Information in this section includes:

- 3.3.1 Prior to First Payment
 - 3.3.1.1 How to Check Account Balances
 - 3.3.1.1.1 How to Check an Account Balance by Telephone
 - 3.3.1.1.2 How to Check an Account Balance Online
 - 3.3.1.1.3 How to Check an Account Balance through a POS Device
 - 3.3.1.2 Payment To Providers Options
 - 3.3.1.2.1 Online Payments
 - 3.3.1.2.2 Telephone Payments
 - 3.3.1.2.3 POS Payments
 - 3.3.1.3 Expiration of Funds
 - 3.3.1.4 Overpayments to Providers
 - 3.3.1.5 Payment Disputes

- 3.3.2 Payment Policies
 - 3.3.2.1 Establish the Cost for Care
 - 3.3.2.2 Establish Frequency of Payments
 - 3.3.2.3 Maintain Receipts and Records
 - 3.3.2.4 Do Not Share the MyWICChildCare Card, Account Number, and/or PIN
- 3.3.3 Responsibilities to the Department
 - 3.3.3.1 Reporting Changes to Authorization
 - 3.3.3.2 Reporting Change of Provider
- 3.3.4 Lost or Stolen Cards
 - 3.3.4.1 Subsidy Fund Replacement
- 3.3.5 Parent Inappropriate Use of Funds
- 3.3.6 Parent Portal
- 3.3.7 Confidentiality for Parents
- 3.3.8 Personal Rights for Parents
- 3.3.9 Parent Concern Triage Information

3.4 Provider EBT Information

As noted earlier, certain sections of 3.4 have been moved to Chapter 4. Other sections listed below have been edited and reorganized.

- 3.4.1 Provider Requirements to Participate. The requirements for providers to accept MyWICChildCare payments have been removed from this section and a reference has been added to see [Chapter 2.1](#).
- 3.4.3 Provider Responsibilities
 - 3.4.3.3 Written Payment Agreement. Information has been added from Administrative Rule [DCF 201.038 \(5\)](#) regarding the requirement for providers to have a written payment agreement with each parent that receives a child care subsidy for child care by the provider (see form [DCF-F-5224-E](#)). This form is also available in Spanish ([DCF-F-5224-E-S](#)) and Hmong ([DCF-F-5224-E-H](#))
- 3.4.4 Provider Inappropriate Use of Funds
 - 3.4.4.1 Accessing the Child Care Provider Portal

Appendix A: Guidelines and Sample Provider-Parent Agreement/Contract

This appendix has been removed because form [DCF-F-5224-E](#), Provider Parent Payment Agreement, is available for providers to use as a written payment agreement with parents.

CONTACTS

For any questions regarding material in Chapters 3 and 4 of the Wisconsin Shares Policy Manual, please contact the Bureau of Program Integrity (BPI) at: DCFBPITArequest@wisconsin.gov.

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at <https://dcf.wisconsin.gov/files/regionaloperations/pdf/bro-contacts.pdf>

For Child Care CARES/CWW, CSAW and CCPI Processing Questions statewide and policy questions in Milwaukee County contact the Child Care Subsidy and Technical Assistance Line at: childcare@wisconsin.gov or (608) 264-1657.